

REMARKS

This Application has been carefully reviewed in light of the *Office Action*. At the time of the *Office Action*, Claims 3 and 37-55 were pending, of which the Examiner rejected Claims 3 and 37-55. Applicants have amended Claims 3, 37, 44, and 49-53, canceled Claim 41, and added Claims 56 and 57. Applicants respectfully request reconsideration and favorable action in this case.

Section 102 Rejections

Claims 3 and 37-55 were rejected under 35 U.S.C. § 102(b) as allegedly being anticipated by U.S. Patent No. 6,249,578 issued to Gilles et al. ("*Gilles*"). Applicants respectfully traverse this rejection for the reasons stated below.

I. *Giles* fails to disclose, teach or suggest the limitations of Claim 37.

Claim 37, which has been amended to include the limitations of Claim 41, is generally directed to a method of providing self-supporting service consumers. According to the method, a service consumer is allowed to automatically consult a service policy that includes one or more service policy rules associated with the service consumer to request a solution for a fault that occurred in the service consumer. One or more actions to be taken to respond to the request are automatically determined from the service policy. The one or more actions relate to providing the solution to the fault. Furthermore, the one or more actions are automatically initiated and one or more service provider tools are automatically invoked to perform the one or more actions in response to the request.

The *Office Action* rejected Claim 37, contending that *Giles* disclosed its combination of limitations. *Giles*, however, is generally directed to electronic ordering of telecommunications services and products. *Giles*, Technical Field. To provide a standard method for communicating information between a telecommunications reseller and a telecommunications wholesaler, *Giles* provides a table of "functional descriptions for representative transaction sets applicable to automated electronic telecommunications ordering." *Giles* col. 2, lines 59-63 and col. 4, lines 37-55. As explained by *Giles*:

Block 120 of FIG. 2 represents gathering customer information during a pre-ordering process. This is typically performed by the reseller in response to a customer inquiry or request for a service. . . . However, the information necessary for a particular transaction set may be scattered about various fields

and/or databases depending upon the particular reseller's implementation. **As such, the information or data is collected or mapped to a particular transaction set to form an electronic "document"** as indicated by reference numeral 122. . . . Once validated, the information is communicated from the reseller to the wholesaler (or vice versa) as represented by block 132.

Giles, col. 6, lines 40-50 and col. 7, lines 3-7 (emphasis added). That is, *Giles* discloses that in response to an inquiry from a telecommunications customer, a telecommunications reseller may gather various items of data into an electronic document, which is transmitted to the telecommunications wholesaler.

Giles further discloses that one of the transactions sets “includes data segments used to identify which electronic document (transaction set) contains an error, and where the error occurred within the document.” *Giles*, col. 5, lines 55-58. While the Examiner relies on this section of *Giles* to reject the limitations of Claim 41 (now included in Claim 37), Applicants respectfully point out that merely providing a data segment used to identify an electronic document containing an error and the location of that error within that document does not disclose, or even teach or suggest “allowing a service consumer to automatically consult a service policy . . . to request a solution for a fault that occurred in the service consumer” as recited in Claim 37. For at least these reasons, Applicants respectfully contend that independent Claim 37 and each of its dependent claims (e.g., Claims 38-40, 42, and 43) are in condition for allowance. For analogous reasons, Applicants further contend that independent Claims 3 and 44 and each of their respective dependent claims (e.g., Claims 45-49) are in condition for allowance.

II. *Giles* fails to disclose, teach or suggest the limitations of Claim 50.

Applicants further contend that *Giles* fails to disclose, or even teach or suggest, the following combination of limitations recited in amended Claim 50:

receiving the request for service from the service consumer
independent of a user-initiated request for service.

In the *Office Action*, the Examiner rejected the above-quoted limitations with respect to dependent Claim 51 by pointing to a section of *Giles* that recites, “electronically receiving a request in a predefined format to establish an interactive session with a telecommunications customer.” However, Applicants respectfully point out that *Giles* is completely devoid of any teaching that its alleged request is received “independent of a user-initiate request for

service” as recited in Claim 50. For at least these reasons, Applicants respectfully contend that Claim 50 and each of its dependent claims (e.g., Claims 51-56) are in condition for allowance.

No Waiver

Additionally, Applicants have merely discussed example distinctions from the references cited by the Examiner. Other distinctions may exist, and Applicants reserve the right to discuss these additional distinctions in a later Response or on Appeal, if appropriate. By not responding to additional statements made by the Examiner, Applicants do not acquiesce to the Examiner’s additional statements. The example distinctions discussed by Applicants is sufficient to overcome the Examiner’s rejections.

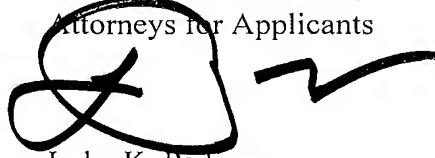
CONCLUSION

Applicants have made an earnest attempt to place this case in condition for allowance. For the foregoing reasons, and for other apparent reasons, Applicants respectfully request full allowance of all pending Claims. If the Examiner feels that a telephone conference would advance prosecution of this Application in any manner, the undersigned attorney for Applicants stands ready to conduct such a conference at the convenience of the Examiner.

The Examiner is authorized to charge the amount of **\$104.00** for the addition of two dependent claims to **Deposit Account No. 02-0384 of Baker Botts L.L.P.** Please charge any additional fees or credit any overpayment to **Deposit Account No. 02-0384 of Baker Botts L.L.P.**

Respectfully submitted,

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